



Innovation that excites

EMISSION RECALL

CAMPAIGN BULLETIN

On-Board Diagnostic (OBD) Electronic Control Unit (ECU) Voluntary Emission Recall Campaign

Reference: PC731
Date: April 7, 2020

Attention: Dealer Principal, Sales, Service & Parts Managers

IMPORTANT: It is a violation of Federal law for retailers to sell or deliver vehicles in their inventory covered by this notification until the campaign action is performed.

Affected Models/Years:	Affected Population:	Dealer Inventory:	SERVICE COMM Activation date:	Stop Sale In Effect
MY2016-17 Titan Diesel (A61D)	27,085	NA	April 7, 2020	YES

***** Campaign Summary *****

Nissan is conducting a Voluntary Emissions Recall Campaign on **27,085** certain MY2016-17 Titan Diesel vehicles identified in Service Comm to inspect and, if necessary, reprogram the Electronic Control Unit (ECU) with countermeasure software.

Nissan has determined that the subject vehicles were manufactured with an On-Board Diagnostic (OBD) calibration that may not allow the exhaust gas sensor monitors to run as intended. If an affected vehicle is not repaired, the exhaust gas sensor monitors may not run as frequently as required by regulation to determine if the sensor is performing as intended. This issue has no effect on vehicle safety, fuel economy, drivability, or performance.

***** What Dealers Should Do*****

1. Verify campaign applicability using Service Comm or DBS National Service History – Open Campaign I.D. **PC731**.
2. Dealers should use **NTB20-030** to correct any vehicles subject to this campaign.
3. Once repaired, dealers should submit the claim, using the claims coding provided, and release the vehicle.

***** Release Schedule *****

Parts	The software for this reprogram is available on ASIST. No other parts are necessary.
Special Tool	CONSULT III
Repair	<ul style="list-style-type: none"> • NTB20-030
Owner Notification	Nissan will begin sending notifications to owners of all potentially affected vehicles in April 2020 via U.S. Mail.

****** Dealer Responsibility ******

It is the dealer's responsibility to check Service Comm or DBS National Service History Open Campaign using the appropriate Campaign I.D. for the campaign status on each vehicle falling within the range of this voluntary emissions recall campaign, which for any reason enters the service department. This includes vehicles purchased from private parties or presented by transient (tourist) owners and vehicles in dealer inventory. If a VIN subject to this recall campaign was part of a dealer trade, the letter associated with that VIN should be forwarded to the appropriate dealer for service completion.

NISSAN NORTH AMERICA, INC.
Aftersales DIVISION

Frequently Asked Questions (FAQ):

Q. Is this a Stop Sale?

A. Yes.

Q. Is my vehicle safe to drive?

A. Yes.

Q. What is the reason for this emission recall?

A. Nissan has determined that the subject vehicles were manufactured with an On-Board Diagnostic (OBD) calibration that may not allow the exhaust gas sensor monitors to run as intended.

Q. What is the possible effect of the condition?

A. If an affected vehicle is not repaired, the exhaust gas sensor monitors may not run as frequently as required by regulation to determine if the sensor is performing as intended. This issue has no effect on vehicle safety, fuel economy, drivability, or performance.

Q. What will be the corrective action?

A. Dealers will inspect and, if necessary, reprogram the Electronic Control Unit (ECU) with countermeasure software.

Q. How long will the corrective action take?

A. The remedy should take approximately one (1) hour to complete. The dealer may require the vehicle for a longer period of time based upon the dealer's work schedule.

Q. When will vehicle owners be notified?

A. Nissan will begin sending notifications to owners of all potentially affected vehicles in **April**

2020 via U.S. Mail.

Q. Is there anything owners can do to mitigate this condition?

A. No.

Q. Is there any charge for this repair?

A. No, the remedy will be performed for the customer free of charge for parts and labor.

Q. Will a rental vehicle be provided while the dealer is servicing the vehicle?

A. Please consult your dealer for alternate transportation availability while your vehicle is being serviced. **If the reprogramming cannot be performed successfully** and an engine control module needs to be ordered, rental is available upon customer request.

EXPENSE CODE		DESCRIPTION
502		Rental Expense
		\$120 (Max)
Contact the Warranty claims call center 1-800-258-7008 Option 7, if additional expense is required. Please refer to WBP19-017 for additional information on application of rental reimbursement.		

Q. Will I have to take my vehicle back to the selling dealer to have the service performed?

A. No, any authorized Nissan dealer is able to perform the recall campaign.

Q. I have lost confidence in the vehicle. Will Nissan replace or repurchase the vehicle?

A. The remedy will fully correct this condition. As the condition will be corrected, there is no basis for repurchasing or replacing your vehicle.

Q. What model year vehicles are involved?

A. Certain MY2016-17 Titan Diesel (A61D) vehicles manufactured in Canton, MS between August 7, 2015 and October 3, 2017 are affected.

Revision History:

Date	Announcement	Purpose
April 7, 2020	Voluntary Emission Recall Campaign	New campaign announcement